

Operations Committee

2012-07-13 10:30:00.0

Or immediately following the 9:30 a.m. Planning Committee meeting, whichever occurs later.

Joseph P. Bort MetroCenter Lawrence D. Dahms Auditorium 101 Eighth Street Oakland, California 94607

The MTC Operations Committee considers matters related to transportation system management and operational activities.

This agenda was updated 2012-07-12 16:17:53.0. It is accurate to the best of our knowledge at that time.

For assistance, please contact Martha Silver, MSilver@mtc.ca.gov, 510.817.5604

This meeting will be [audiocast](#) on the MTC Web site during the meeting, and an [audio file](#) will be available for approximately one month after the meeting date.

Chair

Jake Mackenzie

Vice Chair

Kevin Mullin

Members

Tom Azumbrado+ Dorene Giacomini+ Mark Green Scott Haggerty Anne Halsted Sam Liccardo Jim Spering

Ex Officio

Adrienne Tissier*** Amy Rein
Worth***

Ad Hoc

All Other Commissioners

Staff Liaison

Melanie Crotty

Confirm Quorum

1.

Action: Confirm Quorum

Consent Calendar:

2.

Action: Committee Approval

Minutes of June 8, 2012*

a)

- [2a minutes june82012.pdf](#)

Clipper® Program Contract Actions*

b)

Presented by: L. Valdivia

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- [2b Clipper Program Contract Actions.pdf](#)

i. **Contract Change Order Amendment - Implementation and Design Improvements, Enhancements and Materials: Cubic Transportation Systems, Inc. (\$500,000)**

Contract Change Order - Regional Transit Connection Discount Card Program Integration:

ii. **Cubic Transportation Systems, Inc. (\$150,000 for Implementation and \$225,000/Year for Operations)**

Contract Change Order - Pre-encoded Limited Use Tickets for San Francisco Municipal Transportation

iii. **Agency and Golden Gate Bridge, Highway and Transportation District: Cubic Transportation Systems, Inc. (\$375,000)**

Contract Amendment - Program for Arterial System Synchronization: Kimley-Horn and Associates, Inc.* (\$140,000)

c) **Presented by:** V. Tabjulu

- [2c KHA Contract Amendment.pdf](#)

511 Traffic and 511 Transit Contract Actions

Staff will request approval to amend the principal 511 contracts to include tools to disseminate emergency information. Staff will also brief the Committee on MTC's response to the June 14, 2012 BART Transbay shutdown.

3.

Presented by: J. Macrae

Action: Committee Approval

- [3 511 Traffic and Transit contract action.pdf](#)

i. **511 Traffic Change Order - Emergency Messaging Tool for Digital Hub Displays: Science Application International Corporation (\$195,000)**

ii. **511 Transit Contract Amendment - Online Small Operator Emergency Schedule Management Tool: Science Application International Corporation (\$400,000)**

Clipper® Customer Service Operations and Performance*

Staff will present information about Clipper® customer satisfaction and customer service issues and work underway with Cubic Transportation Systems, Inc. to improve the Clipper® provides quality customer service experience.

4. Presented by: D. Weir

Action: Information

- [4 clipper customer service.pdf](#)

- [4 Clipper Customer Services.pdf](#)

Public Comment/Other Business/Next Meeting/Adjournment

5.

Action: Information

Next meeting

2012-09-14 10:00:00.0

Or immediately following the 9:30 a.m. Planning Committee meeting, which occurs later.

Joseph P. Bort MetroCenter

Lawrence D. Dahms Auditorium

101 Eighth Street

Oakland, California 94607

*Attachment sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

**All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff subject to change by the Committee.

***The MTC chair and vice-chair are ex-officio voting members of all standing committees. A quorum of this committee shall be a majority of its regular non-ex-officio voting members four (4).

+Non-Voting member.

Every member of the Commission who is not otherwise designated as a member of this committee is an ad hoc non-voting member. Although a quorum of the Commission may be in attendance at this meeting, the committee may not take action only on those matters delegated to it. The committee may not take any action as the full Commission unless this meeting has been previously noticed as a Commission meeting.

The vote of an ex-officio member shall count to satisfy a committee quorum if there are not sufficient regular members of the Committee in attendance. In addition, an ad hoc non-voting committee member who is a voting member of the Commission may be designated by the committee chairperson as a voting member for this particular committee meeting if an additional voting member is needed for a committee quorum.

Meeting Compensation:

Each member of the board here today will be entitled to receive \$100 per meeting attended, up to a maximum of \$500 per month per agency. This amount is provided as a result of convening a meeting for which each member is entitled to collect such amount.

Meeting Conduct: In the event that any public meeting conducted by MTC is willfully interrupted or disrupted by a person or by a group or groups of persons so as to render the orderly conduct of the meeting unfeasible, the Chair may order the removal of those individuals who are willfully disrupting the meeting. Such individuals may be subject to arrest. If order cannot be restored by such removal, the members of the committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue on matters appearing on the agenda.

Public Comment: The public is encouraged to comment on agenda items at committee meetings by completing request-to-speak card (available from staff) and passing it to the committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Record of Meeting: MTC meetings are recorded. Copies of recordings are available at nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site for public review for at least one year.

Transit Access to the MetroCenter: BART to Lake Merritt Station. AC Transit buses: #11 from Piedmont and Montclair; #26 from MacArthur BART; #62 from East or West Oakland; #88 from Berkeley. For transit information from other Bay Area destinations, call 511 or use the 511 Transit Trip Planner at www.511.org to plan your trip.

Parking at the MetroCenter: Metered parking is available on the street. No public parking is provided at the MetroCenter. Spaces reserved for Commissioners are for the use of their stickered vehicles only; all other vehicles will be towed away.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 510.817.5757 or 510.817.5769 for TDD/TTY. We require three working days notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。要便利設施或翻譯協助者，請致電 510.817.5757 或 510.817.5769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Título VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y a los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 510.817.5757 o al 510.817.5769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.